ITE-760 User Guide

Fourth Edition
2568-004

Pointspan

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4th Edition (May 5, 2005)

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Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
004	04/05	B. Marsh	Rebranded to Aastra. Replaced old phone drawing with new for LED phones.
003	08/04	L.Pritchett	Removed Analog Option Board Reference
002	01/04	Bev Marsh	ITE-760 User Guide
001	06/03	Bev Marsh	Procedures for ITE-760 use.

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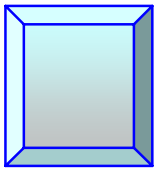

About This Publication

The ITE-760 User Guide describes the phone and its primary functions.

Audience

Any user of the ITE-760 telephone should reference this publication.

Publication Organization

This publication contains the following chapters.

Chapter, Topic	Description
Chapter 1, Basic Information	Provides basic information for the ITE-760
Chapter 2, Phone Settings	Provides procedures for the phone settings
Chapter 3, Modes of Operation	Provides procedures for modes of operation for the phone
Chapter 4, Features	Provides procedures for the features
Chapter 5, Directories and Logs	Provides information the phone directories and logs and the System Name/Number directory
Chapter 6, Feature Codes	Defines the feature codes
Chapter 7, Telephone Tests	Provides procedures for phone tests

Conventions Used In This Publication

This manual uses the following publication conventions to help you identify different types of information.

Convention	Description	Example
Angle brackets < >	Key names Keys to press	Press <Enter> to accept the default value.
Bold text	Characters to enter when referenced in a procedure	In the example, select the **DTMF** group type.
(*Italics*)	Explanatory text within a command sample	(*Building Ports*)
Horizontal Ellipses	Horizontal line omissions in a command sequence	. . .

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Convention	Description	Example
Vertical Ellipses	Vertical line omissions in a command sequence	. . .
Note	Provides supplemental information.	Note The prompt may not display if …
Caution!	Provides information to help you avoid possible damage to hardware or a system crash (without data loss).	Caution! Use case sensitive commands to keep from destroying…
Warning!	Provides information to ensure that you avoid danger, death, or permanent damage to a system.	Warning! DO NOT touch exposed wires.
Action column	In a step/action/result table, contains an instruction.	Type **SPAR**.
Result column	In a step/action/result table, contains anything important that the action causes to happen.	The console displays the new parameter values.

References

The following publications provide related information.

Publication Number	Title	Description
2566-XXX	ITE-760 Quick Reference	Abbreviated version of the User Guide

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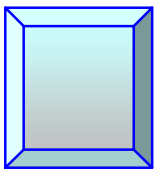

Chapter 1
Basic Information

ITE-760 Description

The ITE-760 digital telephone gives you access to all services and features available on the PointSpan 6880 Series PBXs and additional features that are unique to the phone itself.

Features

The following are some of the features that the ITE-760 phone offers to a user.

Feature	Description
Alphabetic Keypad	Allows the user to enter text and search by name in the directories
Interactive Display	• Provides an information line and a second line that contains the softkey menus that can be accessed • Shows the date and time when the phone is idle • Shows choices available using the Navigator
5 Softkeys	Provide access to a menu of specific functions that change according to the state of the phone
20 Feature Keys	Provide access to features, auto dial numbers, etc.
Navigator Keys	Provide access to call handling and phone administrative functions
LED key lamps for Feature Key status	Show the status of the feature, such as: • Incoming call • Call waiting • Call connected or function activated • Line free or function deactivated
Private Directory	Provides a personal directory of 100 numbers that can be categorized into 4 different lists
Incoming Calls Log	Provides recorded details of the last 50 incoming calls to the phone
Outgoing Calls Log	Provides recorded details of the last 10 numbers dialed from the phone
Hands-Free Operation	Allows the user to place or receive a call without lifting the handset
Speaker Key	Allows the conversation to take place over a speaker
Mute Key	Turns off the microphone so that the other party cannot hear the conversation

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Using the ITE-760

The following are things to remember when using the ITE-760 phone:

- The features on your ITE-760 phone are selected for your specific needs. Some features described in this guide may not be available to you on your phone. If you have any questions about the features on your phone, contact your system administrator.
- On a phone with more than one extension, press the button on the extension that you want to use ***before*** lifting your handset or pressing the speaker button.
- The Red key will terminate or abort any process or function.
- You can initiate a call with the Speaker key, but you cannot hang up a call using the Speaker key. The Red key must be used to disconnect a call.
- You can use your phone to make voice and data calls at the same time.
- When talking on an extension that is shared by others, your phone conversation remains private and cannot be interrupted by anyone else unless the Privacy Release feature is used.
- If you hear a fast busy tone when attempting to use a feature, it usually indicates that the feature cannot be used on your phone.

The ITE-760

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Expansion Module Accessory

An M710 Button Expansion Module adds 20 feature keys to the phone. Two expansion modules can be added, providing a total of 60 feature keys.

Recommendations and Safety

Connections

The ITE-760 telephone cannot be connected to the public network. It is designed for the PointSpan M6880 Series PBX.

Environment

The ITE-760 must be operated at temperatures between 42°F and 113°F. Do not install the phone in a damp room or near a water source.

"CE" Marking

This marking on the bottom of the phone certifies the conformity of the equipment with the regulations that apply in accordance with the directive R & TTE 1999/5/EC.

Maintenance

The ITE-760 telephone will retain its new appearance if you do not use any solvents or household cleaning products. Use a cloth dampened in slightly soapy water, and then wipe with a dry cloth.

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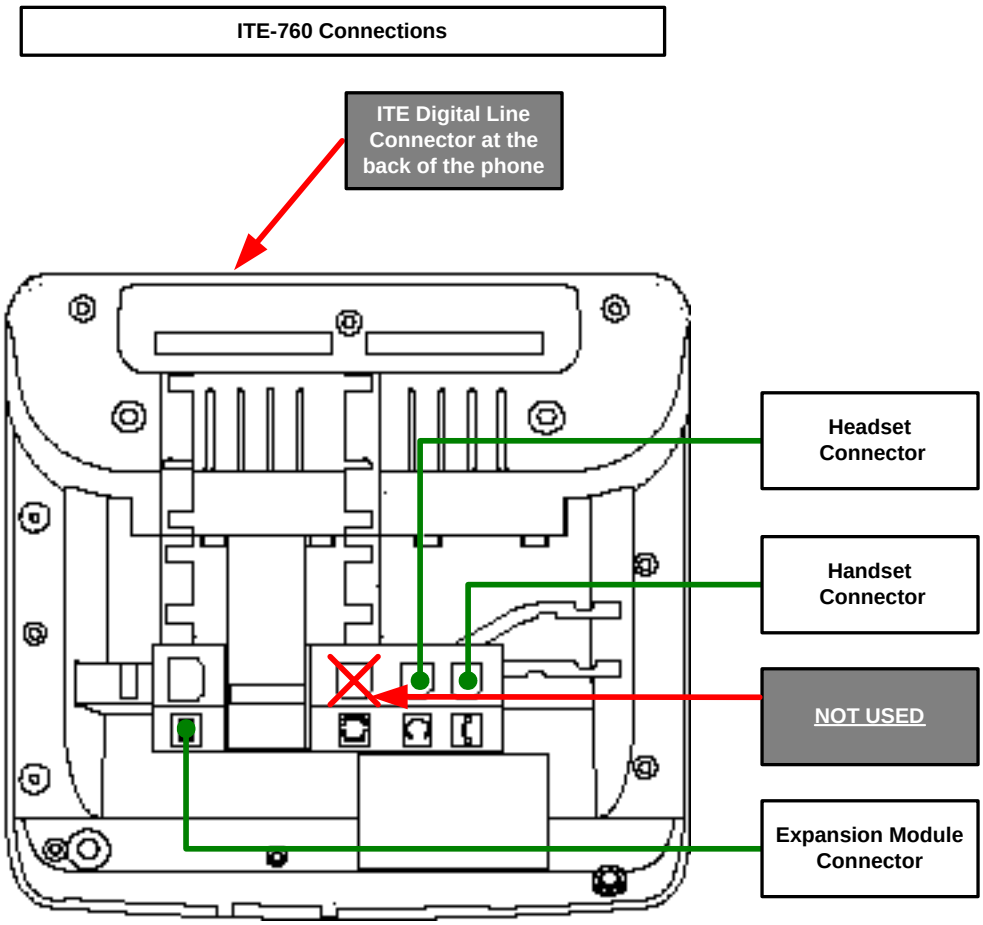
ITE-760 Connections



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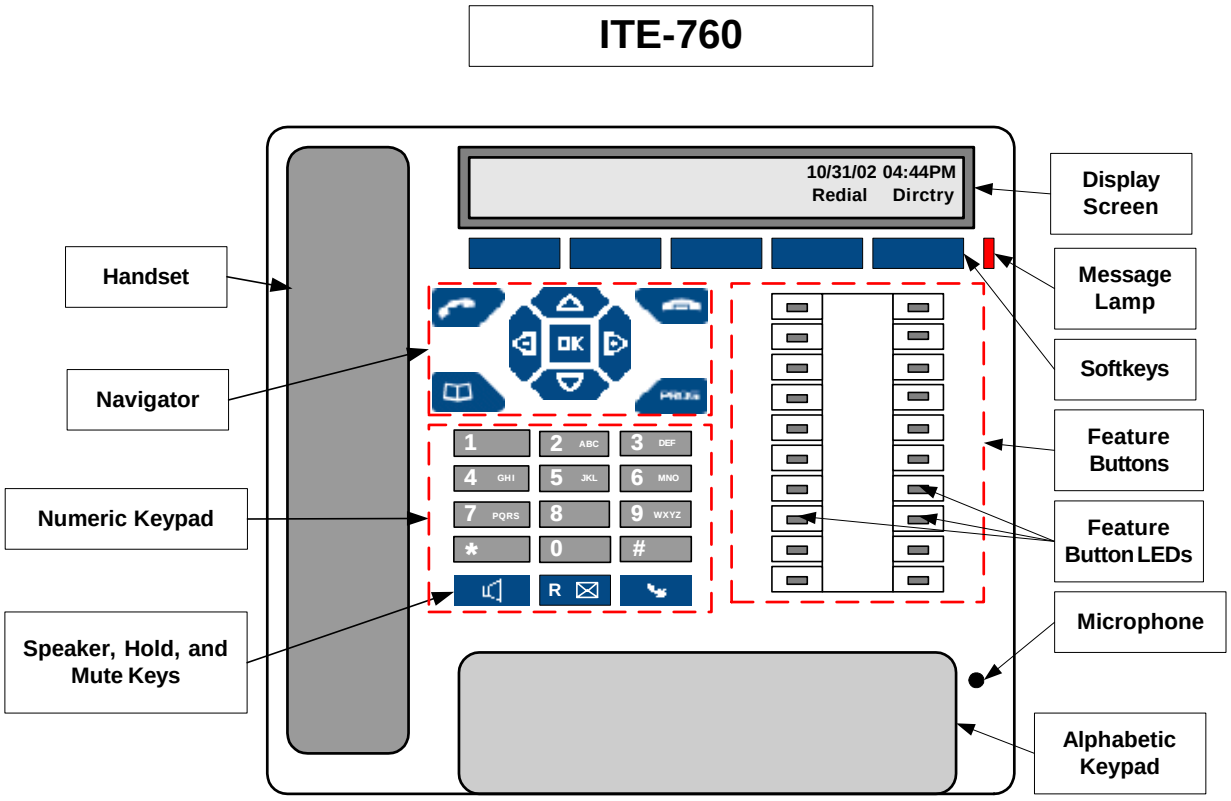
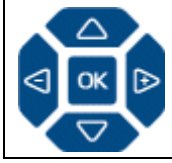
ITE-760 Diagram



Key Description

The Navigator

The Navigator allows you to scroll through the different menus that make up a selection.

Navigator	Description
	The Navigator is made up of four direction keys and one central key.

Navigator Keys

Key Symbol	Description
And	Used to display a selection or a record in a directory

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Key Symbol	Description
	Used to display additional information about a record or carries out a setting
	Used to confirm a choice, a setting, or a record in a directory

Other Keys

Key Symbol	Key	Description
	Green Key	• Answers an incoming call if phone is on hook • Calls a number displayed in a directory or log • Displays and calls back the last number dialed
	Red Key	• Disconnects ringing during an incoming call • Ends a call • Cancels a programming setting or ends a programming sequence
	Directory Key	• Accesses the Abbreviated Dial feature
	Program Key	• Accesses ring and contrast settings • Accesses directory and log management • Accesses programming for numbers and features
	Speaker Key	• Enables the speaker mode
	Mute Key	• Cuts off the microphone in the handset, headset, or speaker so that you can talk without the caller hearing you
	"R" Key	• Functions as a Hold key during a call • Accesses the voice mail system when the phone is onhook

Alphabetic Keypad

The ITE-760 is equipped with a 31-key alphabetic keypad that is located under the cover at the bottom of the phone. The keypad allows you to search the directories before calling a party, initiate calls by name, and enter text for messages.

The alphabetic portion of the keypad is a standard QWERTY keypad with upper case display as the default. Standard special characters are marked in orange on the keypad, but are not located in the usual positions. Use the following table as a guide to access lower case and special characters.

Description	Icon	Action
Lower Case		Press the Up Arrow key plus the letter.

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Description	Icon	Action
Space		Press the Space key one time for one space between characters.
Shift to Access Special Characters		Press the Shift key plus the key containing the special character.
Confirm an Entry		Press once to confirm an entry. (Can be used in place of the ***OK*** key on the Navigator.)
Delete or Backspace		Press once to backspace over one character.
Insert a character		Use these Navigator buttons to place the cursor on the character where the text is to be inserted, and enter the new characters.

Key Lamp Symbols

The following table describes the key lamp symbols used for the LED key lamps.

Key Lamp	Description
	The key lamp is OFF
	The key lamp is blinking
	The key lamp is flashing
	The key lamp is ON steady

Message Key Lamp

The Message key lamp is located to the right of the softkeys. The following table describes the symbols that are used in this guide for the Message key lamp.

Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log

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Key Lamp	Status	Description
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

Ring Types

There are three ring types.

Ring Type	Description
One-ring pattern	Internal Call
Two-ring pattern	External Call
Three-ring pattern	System Call as in a Callback

System Tones

The following tones are heard on a PointSpan 6880 Series system.

Sound	Tone	Description
Low-Pitched Tone	Dial Tone	You can begin dialing
High-Pitched Tone	Outside Dial Tone	You have dialed the access code for an outside call (usually a 9)
Medium-Pitched Tone	Modem Tone	You can make a data call
BuzzBuzz	Busy	The number that you dialed is busy
BuzBuzBuzBuz	Fast Busy	You action is not accepted by the system
1 Beep	Input Prompt Tone	The system is waiting for your input
2 Beeps	Confirmation Tone	The system has confirmed your action
1 Short Ring	Internal Call Waiting Tone	You are receiving an ***internal*** call during a phone conversation
Short Ring+Beep	External Call Waiting Tone	You are receiving an ***external*** call during a phone conversation

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Sound	Tone	Description
Lone Ring+Beep	Waiting Caller Tone	You have called an extension that is busy
Long Beep	Warning Tone	Another party is joining (as in a conference)

System Voice Prompts

The following voice prompts can be heard on a PointSpan 6880 Series system.

Voice Prompt	Description
"Park number _____"	You have parked a call. This number must be dialed to retrieve the call
"Extension _____ is not in service"	You have dialed a non-working number
"Invalid, Invalid"	You have dialed incorrectly
"Depress CALLBACK to queue call"	All outgoing lines are busy. You may queue the call and hang up.
"All lines busy, please hold"	All outgoing lines are busy. Your call is queued automatically and you may stay on the line.

Place a Call

Get Dial Tone

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE Extension key lamp ON SPKR key lamp ON if Speaker is used

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Place an Internal Call

Note

- If you have more than one extension on your phone, press the extension key that you want to use before lifting the handset or pressing the Speaker key.
- If dial tone changes to a fast busy tone and then silence, you have waited too long before dialing. You must hang up and try again.

Step	Action	Result
1.	Dial the extension number	The call is placed

Place an External Call

Note

Your system administrator will provide you with dialing codes and calling limitations.

Step	Action	Result
1.	Dial the outside access number (usually a 9)	
2.	Dial the external number	The call is placed

Dial by Name from the Personal Directory

See *Private Directory*.

Dial by Name from the System Directory

See *System Name/Number Directory*.

Dial with Abbreviated Dial

See *Abbreviated Dial*.

Dial with Auto Dial

See *Auto Dial.*

Dial with Redial

See *Redial* and *Outgoing Calls Log*.

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Dial with the Incoming Calls Log

See *Incoming Calls Log*.

Answer a Call

Condition:
There is a call ringing in at your extension

Step	Action	Result
1.	Lift the handset ***Or*** Press	The call is answered

End a Call

Note

Pressing the Speaker key ***does not*** disconnect a call.

Step	Action	Result
1.	Hang up the handset ***Or*** Press	The call is disconnected

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Chapter 2
Phone Settings

Display Contrast

You can adjust the display contrast to one of 8 levels.

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 5 Times	↕DISPLAY
3.	Press OK	DISPLAY CONTRAST: 8
4.	Press ▷ Or ◁	Each time a key is pressed, the contrast changes and the new contrast level is displayed
5.	Press OK	The setting is stored
6.	Press	Exits the programming function

Ring Melody and Volume Settings

The following table describes the ring melody and volume settings.

Category	Settings	Description
Ring Melody	16 Melodies	The ring melody for normal calls.
Ring Melody Volume	8 Levels	"0" volume setting turns the volume off entirely.
Privileged Ring Melody	16 Melodies	A different ring melody for incoming calls from parties that are stored in the Private directory. Melody no. 8 is the default.
Privileged Ring Melody Volume	8 Levels	"0" volume setting turns the volume off entirely.

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Choose the Ring Melody and Volume

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 4 Times	↕RING
3.	Press OK	RING MELODY: XX
4.	Press ▷+ Or ◁-	Each time a key is pressed, the corresponding ***melody*** is played The display indicates the melody number PRIVILEGED RING MELODY: 6
5.	Press ▽	RING VOLUME: X
6.	Press ▷+ Or ◁-	Each time a key is pressed, the melody is played at the corresponding **volume** The display indicates the melody volume number RING VOLUME: 6
7.	Press OK	The setting is confirmed and stored
8.	Press ⌂	Exits the Programming function

Choose Privileged Ring Melody and Volume

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 4 Times	↕RING
3.	Press OK	RING MELODY: XX
4.	Press ▽ 2 Times	PRIVILEGED RING MELODY: XX

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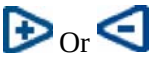
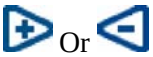
Step	Action	Result
5.	Press 	Each time a key is pressed, the corresponding ***melody*** is played The display indicates the melody number PRIVILEGED RING MELODY: 6
6.	Press	PRIVILEGED RING VOLUME: XX
7.	Press 	Each time a key is pressed, the melody is played at the corresponding **volume** The display indicates the melody volume number PRIVILEGED RING VOLUME: 1
8.	Press	The setting is confirmed and stored
9.	Press	Exits the Programming function

Listening Volume

You can adjust the listening volume during a call according to the mode used (handset, headset, hands free, or speaker mode). There are 8 volume levels for all modes.

Step	Action	Result
1.	Press While in conversation	The volume is raised or lowered accordingly

Key Beep Volume

Each time a key is pressed, you hear a beep. The volume of this beep can be adjusted to 8 levels. At the ***lowest*** level, the volume is ***eliminated***.

Condition:

The phone is onhook and is idle.

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Step	Action	Result
1.	Press Or	A new beep volume each time a key is pressed The last volume change made is the volume that is stored

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Chapter 3
Modes of Operation

Speaker

The Speaker key allows you to converse using the speaker. Others can also participate in the conversation.

Activate the Speaker

Condition:

You are on a call and are using the handset.

Step	Action	Result
10.	Press	The Speaker key lamp is flashing for 6 seconds
11.	Hang up the handset ***within 6 seconds***	The Speaker key lamp goes on steady
	Caution! • If you do not hang up the handset while the key lamp is blinking, the call will continue in the handset mode and the Speaker key lamp will be on steady • If you hang up while the Speaker key lamp is on steady, the call will disconnect	The conversation is heard through the Speaker

Deactivate the Speaker

Condition:

The conversation is through the Speaker.

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Step	Action	Result
1.	Lift the handset	The Speaker key lamp is off You are now conversing using the handset

Mute

The Mute key allows you to listen to a phone conversation while preventing others on the call from hearing you and can be used with the speaker, the handset, or a headset.

Note

The Mute key can also be used to monitor the line when you are put on hold.

Activate and Deactivate the Mute Feature

Condition:

You are on a call

Step	Action	Result
1.	Press	The Mute key lamp is on Your voice will not be picked up by the microphone
2.	Press	The Mute key lamp is off You are able to verbally participate in the call

Hands Free Auto-Answer

The Hands Free Auto-Answer (HFA) feature automatically connects to incoming calls without any intervention from the user and turns off automatically when the caller hangs up. This feature can be used with a headset.

Additional Information:

- Only an extension or intercom line can be used with HFA.
- A fast busy tone indicates that the HFA feature cannot be activated. See your system administrator.

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Caution!

When the HFA feature is activated, the phone should not be left unattended without first deactivating HFA. This prevents a call from being answered while there is no one at the phone to talk to the caller.

Activate Hands Free Answer

Condition:

The phone is onhook

Step	Action	Result
1.	Press AUTO ANSW	2-Beep confirmation tone HFA key lamp ON Speaker key lamp ON DIAL TONE The feature is activated
2.	Press	Silence Speaker Key lamp OFF You are ready for the next call

Deactivate Hands Free Auto-Answer

Step	Action	Result
1.	Press AUTO ANSW	HFA key lamp OFF DIAL TONE Speaker key lamp OFF The feature is deactivated

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Answer a Call with Hands Free Auto-Answer Activated

Conditions:

The handset remains ***onhook***

HFA is already activated

Step	Action	Result
1.	Ring and/or warning tone in headset	The call is automatically answered HFA key lamp flashing when calling party is on the line Speaker key lamp ON
2.	Talk to the calling party	

End a Call with Hands Free Auto-Answer Activated

Step	Action	Result
1.	The caller hangs up	HFA key lamp OFF
2.	Press	The call is terminated

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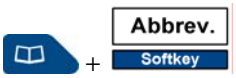
Chapter 4
Features

Abbreviated Dial

The Abbreviated Dial feature allows you to store frequently-called internal and external numbers of ***up to 28 digits***, and dial them automatically by using a one or two digit code. All extensions are automatically allowed a list of 10 abbreviated dial numbers or optionally allowed a list of 100 Abbreviated Dial numbers. The following procedures assume that you have 10-number Abbreviated Dial.

Abbreviated Dial Methods

There are two ways to access the Abbreviated Dial feature.

Key	Description
	The Directory and the Abbreviated Dial softkey
	The Abbreviated Dial feature key

Note

- If you have more than one line on your phone, you must store the abbreviated dial number on each line from which it will be accessed.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- The star symbol (*) can be inserted into long distance numbers as a dial pause symbol. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (*) symbol, which is a system setting and may be set for one to seven seconds. Each star (*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new number over it.

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Program an Abbreviated Dial Number

Condition:

The phone is on hook

Step	Action	Result
1.	Press PROG	The display alternates between: FEATURE PROGRAMMING Forward AbrvDL AutoDL Exit *And* SELECT A FUNCTION: Forward AbrvDL AutoDL Exit
2.	Press AbrvDL Softkey	If you have more than one extension on your phone, the display alternates between: SELECT A LINE Backup *And* ABBREVIATED DIAL Backup
3.	Press Extension	ENTER REFERENCE NUMBER (0-9) : _ Enter Bckspce Clear Backup
4.	Dial the Abbreviated Dial ***reference number*** (0-9)	ENTER REFERENCE NUMBER (0-9) : 6 Enter Bckspce Clear Backup
5.	Press Enter Softkey	REF. #6 :_ Save Dirctry Bckspce Clear Backup
6.	Dial the Abbreviated Dial ***number*** including all access codes	REF. #6 : 99725558888 Save Dirctry Bckspce Clear Backup
7.	Press Save Softkey	The Abbreviated Dial number is saved SELECT A FUNCTION: Forward AbrvDL AutoDL Exit ***Or*** SELECT A LINE Backup

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Step	Action	Result
8.	Press ***Or*** Press Backup Softkey + Exit Softkey	Exits the programming function

Other Softkeys Used with Abbreviated Dial

Key	Description
Backup Softkey	Cancels the current input and allows you to keep the prior setting
Bckspce Softkey	Erases the last digit displayed and repositions the cursor
Clear Softkey	Erases all digits and allows you to reenter the number
Exit Softkey	Exits the programming function

Modify an Abbreviated Dial Number

Use the same procedure above to modify Abbreviated Dial numbers.

Use the Directory Key to dial an Abbreviated Dial Number

Step	Action	Result
1.	If you have more than one line: Press Extension + If you have only one line: Press Only	WHICH DIRECTORY DO YOU WANT TO CONSULT? Private Abbrev. Log Info -->
2.	Press Abbrev. Softkey	Extension key lamp ON DIAL TONE
3.	Dial the abbreviated dial ***reference number*** (0-9)	The number is automatically dialed

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Use the Abbreviated Dial Feature Key

Step	Action	Result
1.	If you have more than one line: Press **Extension** Before using the Abbrev Dial key If you have only one line: Go directly to Step 2	
2.	Press **ABREV DIAL**	Extension key lamp ON **DIAL TONE**
3.	Dial the abbreviated dial ***reference number*** (0-9)	Abbreviated Dial key lamp remains OFF The number is automatically dialed

Display Abbreviated Dial Numbers

The Display feature key is used to display your Abbreviated Dial numbers.

Step	Action	Result
1.	If you have more than one line: Press **Extension** Before using the Abbrev Dial key If you have only one line: Go directly to Step 2	
2.	Press **DISPLAY**	Display key lamp ON
3.	Press **ABREV DIAL**	The first Abbreviated Dial number is displayed: 0. 99725552222 05/27/03 10:01AM Redial Dirctry

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Step	Action	Result
4.	Press ABREV DIAL Repeatedly	The Abbreviated Dial numbers are displayed sequentially: 1. 9121255567899 05/27/03 10:01AM Redial Dirctry
5.	Press DISPLAY	Display key lamp OFF Exits the Display function **Note** If you do not exit the Display function, it will time out after 5 seconds

Answer/Release

The Answer/Release feature allows you to answer a call or get dial tone by pressing a feature key. This key can also be used with a headset.

Note

- When using a headset with Auto Answer activated, use the ANSW/RLSE key to get dial tone for placing a call, or to hang up.
- After using the ANSW/RLSE key, make sure the key lamp is OFF. If it is not, press the ANSW/RLSE key twice to answer the next call.

Use the Answer Release Key

Step	Action	Result
1.	Press ANSW/ RLSE To go off hook	DIAL TONE ***Or*** calling party Answer/Release and extension key lamps ON
2.	Press ANSW/ RLSE To hang up	Answer/Release and Extension key lamps OFF

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Auto Dial

The Auto Dial feature allows you to store one number of up to 28 digits for each Auto Dial feature key on your phone and dial the number by using that feature key.

Note

- One feature key is required for each Auto Dial number.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- A dial pause symbol, the star (*) can be inserted into long distance numbers. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (*) symbol, which is a system setting and may be set for one to seven seconds. Each star (*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new phone number over it.

Program an Auto Dial Key

Condition:

The phone is on hook

Step	Action	Result
1.	Press PROG	The display alternates between: FEATURE PROGRAMMING Forward AbrvDL AutoDL Exit *And* SELECT A FUNCTION: Forward AbrvDL AutoDL Exit
2.	Press AutoDL Softkey	The display alternates between: SELECT AUTO DIAL BUTTON Backup *And* AUTO DIAL Backup
3.	Press AUTO DIAL	
4.	Dial the number including any access codes that are required to make the call	THIS BUTTON DIALS: *99727881234* Save Dirctry Bckspce Clear Backup

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Step	Action	Result
5.	Press Save Softkey	The number is saved
6.	Press ***Or*** Press Backup Softkey + Exit Softkey	Exits the Auto Dial function

Other Softkeys Used with Auto Dial

Key	Description
Backup Softkey	Cancels the current input and allows you to keep the prior setting
Bckspce Softkey	Erases the last digit displayed and repositions the cursor
Clear Softkey	Erases all digits and allows you to reenter the number
Exit Softkey	Exits the programming function

Modify an Auto Dial Number

Use the procedure above to modify an auto dial key.

Use an Auto Dial Number

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Press AUTO DIAL	The number is automatically dialed

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Display an Auto Dial Number

The Display feature key is used to display your Auto Dial numbers.

Step	Action	Result
1.	Press DISPLAY	Display key lamp ON
2.	Press AUTO DIAL **Note** You can press each Auto Dial key before exiting the Display function	The Auto Dial number is displayed: ADL 99725555555 09/27/02 10:13AM Redial Dirctry
3.	Press DISPLAY	Display key lamp OFF Exits the Display function **Note** If you do not exit the Display function, it will time out after 5 seconds

Busy Override

The Busy Override feature allows you to interrupt a busy extension and break into the call. It is intended for high priority and emergency situations.

Note

- The overriding party must have a higher priority assigned to the phone than both parties being overridden.
- A phone set on Do Not Disturb that gives the caller a busy signal, can be overridden by a Busy Override call, providing that Busy Override feature is allowed and the phone has a lower priority than the overriding party.
- The overriding party hears a constant steady dial tone for 15 seconds or until the extension called is no longer busy, whichever occurs first.
- The party that is being interrupted hears a one second warning tone. The tone indicates that the call will be overridden in 15 seconds if it is not put on hold or ended. Immediately before the overriding party is on line, another warning entry tone is heard. If the call is not put on hold, or ended, the other party in the conversation is disconnected and the call is overridden.

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- When your conversation is being overridden and you place the other party on hold or hang up, the overriding party is either on your line immediately or ringing on your line depending on the database for your phone.

Override a Busy Extension

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Dial the number of the extension	***Busy tone*** or ***call waiting tone*** Note If you are not allowed to override the extension, you will continue to hear a busy tone or Call Waiting tone
3.	Press BUSY OVRIDE	DIAL TONE ***Until*** the called party hangs up or until the 15-second time limit is reached Busy Override key lamp ON
4.	Wait on the line	Talk with the called party

Buzz/Status

The optional Buzz/Status feature allows a voice connection on a Buzz/Status line between one Buzz user and one or more Status users by pressing either a Buzz or Status feature key.

Example:

An executive with a Buzz key on the phone can have a direct line to an assistant or group of assistants, each having a Status key on their phone. Each assistant can place a call directly to the executive by using the Status key.

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Note

- An option to the Buzz/Status talking connection is the Buzz/Status-Alert Only option.
- In a group of Status users, the first person to answer stops the ringing and blocks all others in the group from picking up the call.
- Buzz/Status calls do not affect a call in progress.
- The key lamp next to the Status key is on when the Buzz counterpart is using the phone. The key lamp next to the Buzz key does not indicate when the Status counterpart is using the phone.
- Features such as Hold or Transfer cannot be used on the Buzz/Status line.
- Buzz/Status calls can ring on a phone that has activated Do Not Disturb.

Place a Buzz Call to a Status User

Note

Press the Buzz or Status key ***before*** lifting the handset or pressing the key.

Step	Action	Result
1.	Press BUZZ	Buzz key lamp OFF
2.	Lift the handset ***Or*** Press	The call is placed to the Status party

Answer a Buzz Call from a Status User

Conditions:

The Buzz key lamp is flashing

RING The Buzz line rings

Step	Action	Result
1.	Press BUZZ	Buzz key lamp ON

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Step	Action	Result
2.	Lift the handset ***Or*** Press	You are connected to the Status party

Place a Status Call to a Buzz User

Step	Action	Result
1.	Press STATUS	Status key lamp ON
2.	Lift the handset ***Or*** Press	The call is placed to the Buzz party

Answer a Call from a Buzz User

Conditions:

The Status key lamp is flashing

The Status line is ringing

Step	Action	Result
1.	Press STATUS	Status key lamp ON
2.	Lift the handset ***Or*** Press	You are connected to the Buzz party

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Call Forward

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

Note

- Each extension on the phone must be forwarded separately.
- If you have more than one extension, press the Extension key first.

Program Call Forward

Assign a call forward number to an extension to be used with the Call Forward feature key.

Step	Action	Result
1.	Press PROG	The display alternates between: FEATURE PROGRAMMING Forward AbrvDL AutoDL Exit *And* SELECT A FUNCTION: Forward AbrvDL AutoDL Exit
2.	Press Forward Softkey	If you have more than one extension, the display alternates between: SELECT A LINE Backup *And* CALL FORWARD Backup
3.	Press Extension	If number is not assigned: NO FORWARD NUMBER SAVED Save Bckspce Clear Backup ***Or*** If number is assigned: NUMBER IS 7613 Save Fwd On Bckspce Clear Backup

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Step	Action	Result
4.	***Option:*** If number is already assigned and you want to change it: Press [Clear Softkey]	
5.	Dial the call forward destination number	FORWARD to 7613 Save Fwd Off Bckspce Clear Backup
6.	Press [Save Softkey] ***Or*** Press [Fwd On Softkey]	Call Forward key lamp ON All calls will be forwarded to the new number
7.	Press ***Or*** Press [Backup Softkey] + [Exit Softkey]	Exits the Programming function

Turn Off Call Forward using Softkeys

Conditions:

The line that you select is already forwarded:

<FORWARD> 09/27/02 10:13AM
Redial Dirctry

Step	Action	Result
1.	Press [PROG] + [OK]	
2.	Press [Forward Softkey]	SELECT A LINE Backup
3.	Press [Extension]	
4.	Press [Fwd Off Softkey]	Call Forward Key lamp OFF

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Step	Action	Result
5.	Press ***Or*** Press Backup Softkey + Exit Softkey	Exits the Programming function

Other Softkeys Used with Call Forward

Key	Description
Backup Softkey	Cancels the current input and allows you to keep the prior setting
Bckspce Softkey	Erases the last digit displayed and repositions the cursor
Clear Softkey	Erases all digits and allows you to reenter the number
Exit Softkey	Exits the programming function

Set up Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press Extension	
2.	Press CALL FWRD	2 Beeps
3.	Dial the Call Forward destination number	Call Forward key lamp ON 2-Beep confirmation tone <FORWARD> 09/27/02 10:13AM Redial Dirctry

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Turn Off Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press Extension	
2.	Press CALL FWRD	Call Forward key lamp OFF 2-beep confirmation tone Call Forward is canceled

Call Mark

The optional Call Mark feature marks a bad phone connection on an outside line. When you hear static, echo, low volume, etc. on an outside (external) call, you can use the Call Mark feature key to mark the call. This provides troubleshooting information to technicians.

Mark a Call

Condition:

You are connected to an outside call that has problems with static, echo, low volume, etc. and this problem needs to be reported

Step	Action	Result
1.	Press CALL MARK	The call is marked and a notification is automatically sent to the system administration screen You can continue the conversation
2.	Continue to talk	

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Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call if not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

Park a Call

Condition:
You are already on a call that needs to be parked

Step	Action	Result
1.	Press CALL PARK **Note** You can also use the ACCESS key and the ***feature code * 9***	Call Park number and then silence The call is parked and you can place and receive calls **Note** To hear the number ***repeated***, immediately press the CALL PARK again
2.	Hang up ***Or*** Press	
3.	Write down the Call Park number	

Pick Up a Parked Call from Any Phone in the System

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Dial the Call Park number	No ringing is heard The call is connected ***immediately***

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Call Pickup

The Call Pickup feature allows you to answer another ringing line at your phone. There are two types of Call Pickup:

- Group Call Pickup - Your extension is assigned to a Call Pickup group. You can answer a call directed to any member of your Call Pickup Group.
- Extension Call Pickup - You can answer a call directed to another phone by pressing the Call Pickup feature key and dialing the extension number of the ringing phone.

Note

- See your system administrator for information regarding members of your Call Pickup Group.
- When two phones are ringing at the same time, the phone that was ringing first is picked up. That call can be put on hold while the second call is picked up.
- If you hear a fast busy tone after trying to pick up a call, either you are not assigned to that group or another group member picked up the call.

Pick up a Call as Member of a Call Pickup Group

Condition:

A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Press	The caller is connected on your extension

Pick up a Call by Dialing the Extension Number

Condition:

A call is ringing in for a member of the Call Pickup Group

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Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Press	2-beep confirmation tone
3.	Dial the extension number of the ringing phone	The caller is connected on your line

Call Waiting

The Call Waiting tones heard while you are on a call are:

Call Waiting Tone	Description
One Short Ring	Internal Call
Long Ring-Beep	External Call

Note

- If you choose not to answer the call waiting, the caller either continues to hear ringing or could be automatically forwarded to another extension, voice mail, or the operator, depending on the system design.
- An extension can have only one call waiting at a time. If another party calls, they will hear busy tone or ringing if the call is programmed to ring on another extension.
- The Call Waiting tone is heard ***one time only*** and only on the extension that is called. However, if you receive more than one call during a phone conversation, you will hear a call waiting tone for each call.
- Internal callers dialing a busy extension hear a ring-beep tone that indicates the line is busy and they are in the call waiting state.
- An external caller that is Call Waiting may hear a regular ringing tone in place of the ring-beep.
- Depending on the system design, you are call waiting on a busy extension:
  - Until the party you are calling answers
  - Until a pre-set time period expires and the system forwards your call to another extension
  - Until you decide to hang up

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Accept a Call Waiting

Conditions:

You are already on a call

Call Waiting tone

Extension key lamp flashing indicating an incoming call

Step	Action	Result
1.	Press R ✉ ***Or*** Press Hold Softkey	DIAL TONE The ***first*** party is placed on hold
2.	Hang up ***Or*** Press	
3.	Lift the handset ***Or*** Press	Extension key lamp flashing indicating a Caller 1 is on hold You are connected to Caller 2

Alternate Between Calls

Conditions:

Caller 1 is on hold

You are in conversation with Caller 2

Step	Action	Result
1.	Press R ✉ ***Or*** Press SwapHld Softkey	Caller 2 is placed on hold You are in conversation with Caller 1 Extension key lamp is flashing indicating Caller 2 is on hold

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Step	Action	Result
2.	Repeat Step 1 to alternate between calls	

Return to the Holding Party when One Party Hangs Up

Conditions:

One party is disconnected, the other is still on hold

DIAL TONE

Step	Action	Result
1.	Press R ✉ ***Or*** Press RtnHold Softkey	Extension key lamp ON You are in conversation with the held party

Callback

The Callback feature allows you to place a Callback on a busy internal extension or an extension that does not answer. The system automatically places the call when both extensions are no longer busy.

Note

- When another party has left a callback on your phone, the ClbkRtn Soft Key softkey is displayed in the menu.
- If a callback is left on a line other than your prime line, it will display only after you select the line.
- Each extension can have 10 callbacks.
- Callbacks are returned on a first in/first out basis.
- If you try to leave a callback on an extension that has already received 10 callbacks, you will hear a fast busy tone.
- If there is no answer when you return a callback, you may either hang up and cancel the call or leave a callback on that extension.
- A callback that you place on another extension returns to your phone with a three-ring system ring when both your phone and the called extension are on hook. That call is automatically canceled if you do not answer within a system-defined time period.

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- A callback is left on the number that you originally dialed, even if it has been forwarded.
- When you return a callback to a number that has been forwarded, the call goes to the forwarded number.
- The party that places the callback cannot cancel the callback.

Place a Callback on a Busy Extension

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Dial the extension number	***Busy tone*** or ***call waiting tone*** Example display: MARY JONES IS ON HOLD RtnHold SetClbk
3.	Press SetClbk Softkey	2-beep confirmation tone The callback is placed
4.	Hang up ***Or*** Press	

Answer a Returned Callback

Conditions:

The Extension and Callback key lamps are flashing indicating that a callback is being returned.

The three-ring system ring.

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Step	Action	Result
1.	Lift the handset ***Or*** Press	You have answered the returned callback

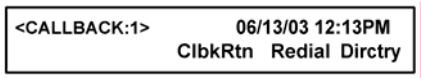
Return a Callback

Note

It is not necessary to return a callback before using your phone.

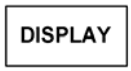
Conditions:

The key lamp is flashing on the extension where the callback has been placed



Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Press	The phone rings at the extension that placed the call

Display a Callback

Step	Action
1.	Press  Repeatedly if there is more than one Note If the ***date and time stamp*** is set up on your system, you will see the information displayed after the name and number

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Step	Action
2.	Press ClbkRtn Soft Key Repeatedly to find the Callback to cancel

Display and Cancel a Callback

Step	Action
1.	Press DISPLAY
2.	Press ClbkRtn Soft Key Repeatedly to find the Callback to cancel
3.	Press CANCEL

Cancel

The Cancel feature allows you to abort any dialing sequence by pressing a feature key. You can cancel callbacks and unanswered transfers or conference calls.

Use Cancel

Step	Action	Result
1.	Press CANCEL	DIAL TONE The dialing sequence has been canceled and you may start dialing again

Conference

The Conference key allows up to seven parties to be joined in a conference call.

Note

- One system user must support a conference. A user can be a participant in the conference or can be a non-participant, by setting up the conference and placing the group on Conference Hold.

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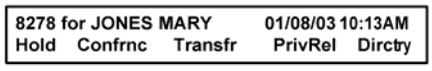
- A member may leave a conference at any time by hanging up. If there are only 2 parties left, then the conference is dropped, and the call becomes a normal two-way call.
- The conference warning tone (a system option) alerts members in the conference that another party is being added.
- If you are accidentally disconnected from a conference, you may be reconnected only by an internal member of the conference calling you or as a call waiting party on an internal conference member's phone.
- The Conference feature key or the CnfHold

softkey can be used to place a conference on hold. For example, when accepting a Call Waiting. The Hold key ***does not*** put a conference on hold.
- When a conference is on Conference Hold, or when additional parties are being added to the conference, the remaining parties can continue talking.

Conference up to Seven Parties

Condition:

Begin with one party already on the line



Or

Step	Action	Result
1.	Press ***Or*** Press	Conference key lamp is flashing
2.	Dial the number of a party to add to the conference	
3.	Wait for the party to answer and announce the conference	

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Step	Action	Result
4.	Press AddConf Soft Key ***Or*** Press CONF	The conference is established Conference key lamp ON Long beep is played to those already in the conference to indicate that another party has entered
5.	Press CnfHold Softkey	
6.	Repeat steps 3 - 5 until all parties are joined into the conference	

Leave the Conference and Return

You can put the conference on hold to allow you to add another party, or make another call.

Step	Action	Result
1.	Press CnfHold Softkey	DIAL TONE Leave the conference
2.	Press RtnConf Soft Key	Return to the conference

Leave the Conference

Step	Action
1.	Hang up when the display reads "In Conference"

Data Calls

The Data feature allows you to place and receive data calls and, at the same time, use the phone to place and receive voice calls or use other features. You can use the following features with data numbers:

- Abbreviated Dial – See *Abbreviated Dial*
- Auto Dial – See *Auto Dial*
- Last Number Redial – See *Last Number Redial*

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- Callback Queuing – See *Queue for External Calls*
- Online Queuing - See *Queue for External Calls*

Use Data Features

To use the Data features you must have a Data feature key, a PDI-1000 type data interface, and a data destination to dial.

Condition:

The data number has been successfully dialed by one of the above features and you hear ringing.

Step	Action	Result
1.	The data number is dialed	The Data key lamp is flashing RINGING
2.	Wait for modem tone	
3.	Press DATA	Data key lamp ON Dial tone or silence The data connection is made
4.	Hang up ***Or*** Press	The data connection stays up You can place and receive voice calls

Do Not Disturb

The Do Not Disturb feature allows you to temporarily block incoming calls without affecting the use of your phone. The Do Not Disturb feature applies only to the phone where the feature has been activated. It does not affect other phones where this extension may appear.

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Activate Do Not Disturb

Step	Action	Result
1.	Press DO NOT DISTRB **Note** You can also use the ***feature code * 6***	Do Not Disturb key lamp ON <DO NOT DISTURB> 10/16/02 01:59PM Redial Dirctry

Deactivate Do Not Disturb

Step	Action	Result
1.	Press DO NOT DISTRB **Note** You can also use the ***feature code # 6***	Do Not Disturb key lamp OFF

Event Timer Display

The Event Timer feature allows you to use your phone display as a stopwatch. The minutes and seconds of the timer replace the normal display.

Use the Event Timer

Step	Action	Result
1.	Press EVENT TIMER	Event Timer key lamp ON The timer starts 12/30/03 1:39
2.	Press EVENT TIMER	Event Timer key lamp OFF The timer stops

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Group Listen

The Group Listen feature allows any person in a conference to add up to ten parties, ***in a listen only mode***, to a conference.

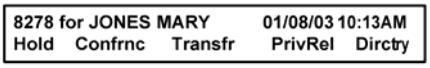
Note

- A conference with group listeners can total 16 parties consisting of six full Conference members and 10 Group Listen members.
- A listen-only party, unlike a regular conference member, cannot place the conference on Conference Hold to accept a call waiting.
- When a listener that has been added to a conference leaves the conference by hanging up, they cannot return to that conference on their own.

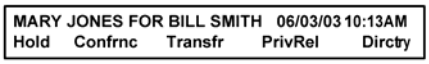
Add Group Listen Parties to a Conference

Conditions:

You are already on a call



Or



Step	Action	Result
1.	Press Confrnc Softkey	DIAL TONE Extension key lamp ON Conference key lamp is flashing The call is on hold
2.	Dial the phone number of a Group Listen party	You are connected to the Group Listen party
3.	Announce the conference and the Group Listen feature	
4.	Press GROUP LISTEN	Conference key lamp ON The Group Listen party is added to the conference in listen-only mode
5.	Repeat Steps 1-4 until all parties are joined in the conference	

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Rejoin the Conference

Note

Rejoin when a dialed number for Group Listen (internal or external) is busy or unanswered

Step	Action	Result
1.	Press RtnConf Soft Key	Conference entry warning tone (long beep) You have rejoined the conference

Hold

There are three ways to put a party on hold.

Key	Description
R	The "R" Key
Hold Softkey	The Hold softkey
HOLD	The optional Hold feature key

Note

- When another party puts you on hold within the same system, you can place that party on hold at the same time.
- The party on hold hears silence or music, depending on the system options.

Place a Call on Hold

Conditions:

You are already on a call

7613 FOR BILL SMITH 09/28/02 11:00AM
Hold Confrnc Trnsfr PrivRel Dirctry

Or

JONES MARY FOR BILL SMITH 06/03/03 11:00AM
Hold Confrnc Trnsfr PrivRel Dirctry

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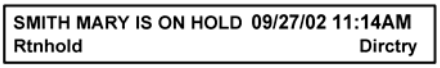
Step	Action
1.	Press Hold Softkey ***Or*** Press R ✉ ***Or*** Press HOLD

Retrieve a Party on Hold

Condition:

Caller 1 is on hold



Step	Action	Result
1.	Press RtnHold Softkey ***Or*** Press R ✉ ***Or*** Press HOLD	Extension key lamp ON You are reconnected to the held party

Place a Call when a Party is On Hold and Alternate Between Calls

Condition:

Caller 1 is on hold

Step	Action	Result
1.	From dial tone: Dial Caller 2 and wait for Caller 2 to answer	B SMITH FOR 8278 06/03/03 11:00AM SwapHld Confrnc Trnsfr PrivRel Dirctry You are connected to Caller 2

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Step	Action	Result
2.	Press SwapHld Softkey	Caller 2 is placed on hold

Toggle between Held Calls

Note

The display shows which party is on hold.

Step	Action	Result
1.	Press SwapHld Softkey	Toggle between held calls

Hotline Conference

The Hotline Conference feature connects up to twelve parties in a conference call. Each conference member's phone automatically rings when call originator dials the Hotline Conference number.

Note

- A Hotline Conference can be originated by a conference member only, whose phone is programmed to allow the dialing of the Hotline Conference number.
- A busy tone means that a conference cannot be set up at this time.
- A fast busy tone means that all members did not answer, and the conference is cancelled.

Initiate a Hotline Conference Call

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Dial the Hotline Conference Number	
3.	Wait on the line until one conference member answers	

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Accept a Hotline Conference Call

Note

If you place a party on hold to accept a Call Waiting that is a Hotline Conference call, you cannot return to the party on hold unless you hang up on the conference.

Condition:
Hotline is ringing

Step	Action	Result
1.	Lift the handset ***Or*** Press	You are connected to the Hotline Conference

Hotline

The Hotline feature allows you to press a key that automatically dials a specific number.

Use Hotline

Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Press HOTLINE	Hotline key lamp ON The call is placed

Intercom

The Intercom feature allows you to place and answer calls from members of your Intercom Group while leaving your main extension free to receive calls.

Note

- Each member of an Intercom Group is assigned a one-digit number for a 10-member group, or a two-digit number for a 100-member group.

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- An Intercom call is indicated by a flashing Intercom key lamp and one-ring normal ring or three-ring system ring.
- Intercom calls can be allowed to ring on a phone that has activated the Do Not Disturb feature.
- A call on an Intercom line cannot be transferred, put on hold, or used with any other feature. This is a system option.
- The Hands-Free Auto Answer (HFA) feature can be used on the Intercom line. When activated, an Intercom call is automatically answered on the speakerphone or headset. If the user is already talking on the phone when the Intercom call is received, then HFA does not answer that call and it must be answered manually.

Place an Intercom Call

Step	Action	Result
1.	Press INTERCOM	Silence
2.	Lift the handset ***Or*** Press	Intercom key lamp ON DIAL TONE On Intercom line
3.	Dial the Intercom number (1 or 2 digits)	The Intercom call is placed

Answer an Intercom Call

Condition:

RING The Intercom line is ringing

Step	Action	Result
1.	Press INTERCOM	
2.	Lift the handset ***Or*** Press	Intercom key lamp ON The Intercom caller is on the line

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Meet-Me Conference

The Meet-Me Conference feature allows up to twelve parties to dial a designated number at a scheduled time for a conference call. No Conference key is required.

Note

- The Meet-Me conference can be reserved as one-time only or as a permanently scheduled call.
- Outside callers can be transferred into the Meet-Me Conference.
- You can leave a Meet-Me Conference at any time, and rejoin the conference at any time by dialing the Meet-Me Conference number.

Enter a Meet-Me Conference

Note

- When dialing in to a Meet-Me conference, the first caller hears ringing until a second caller dials the number.
- A long beep is heard each time a caller enters the conference if the warning tone option is turned on in the system.

Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Dial the Meet-Me Conference number	Long beep You are connected to the conference

Leave a Meet-Me Conference

Step	Action	Result
1.	Hang up ***Or*** Press	You are disconnected from the conference

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Lock and Unlock a Meet-Me Conference

Note

- The Hold softkey does ***not*** put the conference on hold.
- A Meet-Me Conference can be locked or unlocked by one member pressing the Hold key.

Step	Action	Result
1.	Hold Softkey ***Or*** Press R ✉	The conference is locked
2.	RtnHold Softkey ***Or*** Press R ✉	The conference is unlocked

Accept a Call Waiting During a Meet-Me Conference

Conditions:

You are connected to a Meet-Me Conference and a Call Waiting tone is heard

Call Waiting tone one time only, 1 short ring for an internal call or 2 short rings for an external call

Step	Action	Result
1.	Hang up ***Or*** Press	
2.	Wait for the phone to ring	
3.	Lift the handset ***Or*** Press	The Call Waiting party is on the line
4.	Meet-Me conference number	You are reconnected to the conference

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Transfer an Outside Call to a Meet-Me Conference

Condition:

You are connected to a party that needs to be transferred to the Meet-Me Conference

Step	Action	Result
1.	Ask the party to wait	
2.	Press Trnsfr Softkey	The party is on hold
3.	Dial the Meet-Me Conference number	You are connected to the conference
4.	Announce the transfer to conference members	
5.	Hang up ***Or*** Press	The transferred party is in the conference only after you hang up

Privacy Release

All calls are private even if an extension appears on more than one phone. When a shared extension is in use, another user attempting to use the same line will hear silence. The Privacy Release feature allows up to seven users sharing the same extension to temporarily join conversation on that extension.

Use Privacy Release

Condition:

You are already on a call

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Step	Action	Result
1.	Press PRIVACY RLSE **Note** After all notified parties have joined the phone conversation, pressing the PRIVCY RLSE key ***blocks*** others from joining	Privacy Release key lamp ON You can talk with the original party and others entering on your extension

Cancel Privacy Release

Condition:

You are already on a call with privacy release activated

Step	Action	Result
1.	Press PRIVACY RLSE	Continue to talk No one else can enter the conversation

Queue for External Lines

There are two ways to queue for external lines.

Type	Description
Callback Queuing	The Callback Queuing feature places a callback on a group of busy outgoing lines to queue the call. The system ***calls back*** when an outgoing line is available.
Online Queuing	The Online Queuing feature allows you to wait on the line until an ***outgoing*** line is no longer busy or until the queuing time limit expires.

Use Callback Queuing

A queued call may return to your phone several times. A system setting controls the maximum number of times to call back and the queuing time limit. When either the callback limit is reached, or the queue time limit has expired and all outside lines are still busy, the call is canceled from the queue by the system. The Callback key is used for this feature.

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Step	Action	Result
1.	Lift the handset ***Or*** Press	DIAL TONE
2.	Dial the external number	Voice prompt "***Depress CALLBACK to queue call***" if all of the outgoing trunks are busy
3.	Press CALL BACK Feature Key **Note** You can also use the ACCESS key plus the ***feature code * 7***	Voice prompt "***Callback number XX***" The call is queued for the outside line **Note** One extension can have five calls in queue for an outside at one time
4.	Hang up ***Or*** Press	
5.	Write down the callback number and the external number that you dialed	

Receive an Automatic Callback

Conditions:

An outgoing line has become available

The system calls back

The Extension key lamp is flashing

Step	Action	Result
1.	Lift the handset ***Or*** Press	Voice prompt **"Callback Number XX is ready"**

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Step	Action	Result
2.	Wait on the line	The call is automatically placed

Cancel the Callback

Condition:

You are offhook listening to the call automatically being placed and you want to cancel the call

Step	Action	Result
1.	Hang up ***Or*** Press	The callback is cancelled

Use Online Queuing

Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Dial the external number	Voice prompt "***All lines busy, please hold***"
3.	Wait on the line	The call is placed or the queue time will expire ***Or*** The queue time expires

Redial

The Redial feature allows you to automatically place a call to the last outside number that you dialed. See *Outgoing Calls Log*.

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Use the Redial Softkey

Step	Action	Result
1.	Press	The last ***outside*** number dialed is automatically redialed

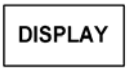
Use the Green Key and the Outgoing Calls Log

Step	Action	Result
1.	Press	The ***last outside*** number dialed is displayed
2.	Press	The ***last outside*** number dialed is automatically redialed Note The call is placed after a 5-second delay

Use the Last Number Redial Feature Key

Step	Action	Result
1.	Lift the handset ***Or*** Press	
2.	Press Note You can also use the ***feature code # 9***	The last ***outside*** number dialed is automatically redialed

Display the Redial Number

Step	Action	Result
1.	Press 	Display key lamp ON

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Step	Action	Result
2.	Press **Redial** Softkey ***Or*** Press **LAST REDL**	Redial: 99725552222 10/20/02 09:32AM Redial Dirctry
3.	Press **DISPLAY**	Display key lamp OFF ***Or*** Display will time out after 5 seconds

Display using the Outgoing Calls Log

Step	Action	Result
1.	Press	The first part of the record: SMITH 15/03 11:05 AM Call Delete Create
2.	Press	The second part of the record: 8243 4 Calls Call Delete Create
3.	Press To return to first part of the record	
4.	Press Or to view other records	

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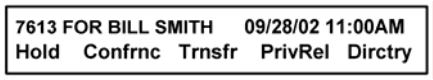
Transfer

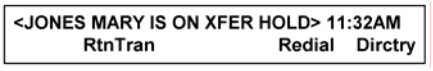
The Transfer feature allows you to transfer both internal and external calls using a feature key.

Initiate an Announced Transfer

Condition:

You are on an active call



Step	Action	Result
1.	Press Trnsfr Softkey	DIAL TONE 
2.	Dial the destination number	Destination party answers
3.	Announce that the call is being transferred to the destination party	
4.	Hang up ***Or*** Press	The call is connected to the destination party

Initiate an Unannounced Transfer

Condition:

You are on an active call

Step	Action	Result
1.	Press Trnsfr Softkey	DIAL TONE
2.	Dial the destination number	RINGING

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Step	Action	Result
3.	Hang up ***Or*** Press ***Or*** Press CmpTrn Softkey	The call is transferred to the destination party without announcement

Return to the Transferred Party

Condition:

You have transferred the call and the destination is ringing

Step	Action	Result
1.	Press RtnTran Softkey	You are reconnected to the transferred party

Return to Transferred Party after Connection to Voice Mail

Condition:

You are listening to the voice mail of the transfer destination party

Step	Action	Result
1.	Press RtnTran Softkey	You are reconnected to the transferred party

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Voice Mail

The Voice Mail feature allows you to access the voice mail system to send and receive messages. Voice Mail can be accessed using any internal or external phone.

Message Key Lamp Status

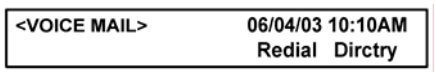
Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

Access Voice Mail on a Phone Using the "R" Key

This procedure assumes that the R ✉ "R" key on your phone has been programmed to automatically dial the voice mail system. The phone must be onhook to use this key to access voice mail. If you press the R ✉ key while on a call, you will place the call on hold.

Conditions:

The Voice Mail feature key lamp is flashing



Step	Action	Result
1.	Press R ✉ ***Or*** Press VOICE MAIL Note You can also use the ***feature code * 5*** to access the voice mail system	The speaker is activated The voice mail system is automatically dialed

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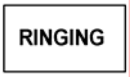
Step	Action	Result
2.	Follow the voice mail system prompts	
3.	Hang up ***Or*** Press	

Retrieve a Message from another Phone or Outside Location

Step	Action	Result
1.	Dial the voice mail access number	 The voice mail system answers
2.	Follow the voice mail system prompts	

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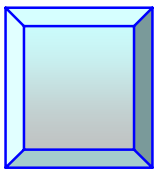

Chapter 5
Directories and Logs

Directories and Logs

The following directories and logs can be accessed on the system.

Directory/Log	Storage	Description
Private Directory	Internal to phone	Allows you to store your most frequently dialed names and numbers and allows you to initiate calls from the directory. See *"Private Directory"*
Incoming Calls Log	Internal to phone	Keeps a log of your incoming calls and allows you to initiate calls from the directory only ***when the number is known***. See *"Incoming Calls Log"*
Information Directory	Internal to phone	Can be used to store specific information about the phone and its user.
Abbreviated Dial "Directory"	Assigned numbers are stored on the system.	Functions identically to the Abbreviated Dial feature button. See *"Abbreviated Dial"*.
Outgoing Calls Log (LNR-Last Number Redial)	Internal to phone	This log stores the records of the last 10 numbers called and is associated with the Green key . See *Outgoing Calls Log*.
System Directory	System-wide	The Name/Number directory on the system that can be accessed by all users. See *System Directory*.

Private Directory

The Private directory allows you to store up to 100 frequently dialed internal or external numbers. The Private directory is internal to the phone and is not a part of the system directory. It has these features:

- When a party that is listed in your Private directory calls, the display will show the name and number of the caller. This caller will be also stored by name in the Incoming Calls log.
- Directory records are stored in alphabetical order.
- You can categorize your directory records into one of four (4) lists.
- You can customize the labels of the lists.
- The privileged ring tone will sound when parties that are stored in *List 4* call you

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- You can initiate calls from the Private directory
- You can access the Private directory when the phone is idle, or when you are on a call

Note

Use the Red Key to a or abort any of the following procedures.

Access the Private Directory

Step	Action	Result
1.	Press ***Or*** Enter the first character of the name with the alphabetic keypad and skip to the next procedure	WHICH DIRECTORY DO YOU WANT TO CONSULT? Private Abbrev. Log Info -->**Or** WHITE, JOE 4444 Call Delete Modify Create Lists
2.	Press Private Softkey	The display shows name and number of first entry: WHITE, JOE 4444 Call Delete Modify Create Lists
3.	Press Or Until the desired entry is found ***Or*** Enter the first character(s) of the name with the alphabetic keypad to search	

Search by Name in the Private Directory

Condition:
You are already in the Private Directory

Step	Action	Result
1.	Enter the first character of the name using the alphabetic keypad	The display shows the name and number of the first match
2.	Press Or to select a record	The display shows the names and associated numbers

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Create an Entry in the Private Directory

Step	Action	Result
1.	Press **Create** Softkey **Note** If the directory is already full the display will show: PRIVATE DIRECTORY FULL	ENTER NAME:_ Erase
2.	Enter the name using the alphabetic keypad	ENTER NAME: *SMITH* Erase
3.	Press **OK**	ENTER NUMBER:_ Erase
4.	Dial the number on the numeric keypad	ENTER NUMBER: *8898* Erase
5.	Press **OK**	If the number is already stored: ALREADY REGISTERED If the number is ***new***: CHOOSE LIST: FRIENDS FRIENDS FAMILY Corp1 List 4
6.	Press **List "X"** Softkey Of the list where you want to store the information	
7.	Press **OK**	The record is stored

Modify a Record in the Private Directory

Condition:

You are already in the Private directory and have found the record that you want to modify.

Step	Action	Result
1.	Press **Modify** Softkey	WHAT DO YOU WANT TO MODIFY? Name Number List

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Step	Action	Result
2.	Press **Name** Softkey ***Or*** Press **Number** Softkey ***Or*** Press **List** Softkey	
3.	Press ***Or*** to highlight the character to be replaced ***Or*** Press **Erase** Softkey ***Or*** **X** On the alphabetic keypad to erase characters	
4.	Press **OK**	The record is modified

Customize the Labels of the Private Directory Lists

You can customize the labels for the 4 private directory lists. By default, the labels are List1, List2, List3, and List4.

Step	Action	Result
1.	Press **PROG**	↕PROGRAMMING
2.	Press 2 Times	↕DIRECTORIES MANAGEMENT
3.	Press **OK**	BY DEFAULT SEARCH FROM DIR? Private PrivateInt.NameExt.Name The Private Directory is selected by default
4.	Press ***1 time***	LABELS OF PRIVATE DIRECTORY LISTS List1 List2 List 3 List 4
5.	Press **List "X"** Softkey Of the list where you want to change the label	PRIVATE DIRECTORY LIST 1: _ Erase

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Step	Action	Result
6.	Type the new name (maximum of 7 characters) using the alphabetic keypad at the bottom of your phone	PRIVATE DIRECTORY LIST 1: Bus. Erase
7.	Press OK	The new list label is saved LABELS OF PRIVATE DIRECTORY LISTS Bus. Pers. List 3 List 4

Search in a List in the Private Directory

Condition:

You are already in the Private Directory

Step	Action	Result
1.	Press Lists Softkey	The display shows the lists that are available
2.	Press List "X" Softkey Of the list where you want to search	The first entry in the list will display
3.	Press Or To select the desired entry ***Or*** Enter the first character(s) of the name using the alphabetic keypad	

Place a Call from the Private Directory

Condition:

You are already viewing the Private directory and have found the entry of the person that you want to call

Step	Action	Result
1.	Press Call Softkey ***Or***	The call is automatically placed

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Step	Action	Result
	Press Call is placed after 5-second delay ***Or*** Press OK Call is placed after 5-second delay	

Delete a Record in the Private Directory

Step	Action	Result
1.	Press Delete Softkey	WHITE, JOE 4444 Call Delete Modify Create Lists
2.	Press OK	The record is deleted The display shows the next record in the directory
3.		

Delete All Records or Delete a Specific List

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press 2 times	↕DIRECTORIES MANAGEMENT
3.	Press OK	
4.	Press 2 times	DELETE PRIVATE DIRECTORY LISTS List1 List2 List 3 List 4 All
5.	Press List "X" Softkey Key of the list you want to delete ***Or*** Press All Softkey	PLEASE DIAL YOUR PASSWORD: _

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Step	Action	Result
6.	1 1 1 1	2-beep confirmation tone The display indicates that the directory has been either partially or completely deleted

Information Directory

The Information directory allows you to view various shared numbers concerning the phone and its user. You can view the Information directory when the phone is idle or busy.

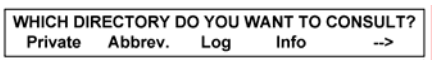
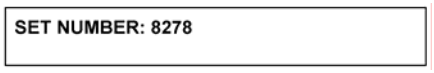
The following table shows the information that is available in the Information directory.

Information	Definition
Set Number	Your extension number
Fax Number	Fax number
GSM Number	A digital cell phone standard universally used in Europe but not yet in the U.S.
DECT	A private Cell phone standard that is not used in the U.S.
Free Number	Any number that you want to store
Serial Number	The phone serial number
SW Release/Set	System software release/Phone firmware release

Note

Use the Red Key to terminate or abort any of the following procedures.

View the Information Directory

Step	Action	Result
1.	Press	
2.	Press	
3.	Press Or To view the other information records	

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Enter FAX, GSM, and DECT Information

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 3 times	↕ PRIVATE INFO
3.	Press OK	FAX NUMBER:
4.	Press ▽ Or △ until the display shows the information item that you want to store	
5.	Dial the number to be stored (up to 23 digits maximum)	
6.	Press OK	The number is stored

Enter the Free Number Information

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 3 times	↕ PRIVATE INFO
3.	Press OK	FAX NUMBER:
4.	Press ▽ Or △ until the display shows the Free Number heading	FREE NUMBER : Name Number
5.	Press Name Softkey	
6.	Enter the name using the alphabetic keypad (up to 10 characters)	
7.	Press OK	
8.	Press Number Softkey	

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Step	Action	Result
9.	Enter the number to store (up to 23 digits maximum)	
10.	Press OK	2-beep confirmation tone The record is stored

Incoming Calls Log

The Incoming Calls log is a directory that is internal to the phone. It allows storage of information about the last 50 calls received, answered or unanswered.

The following are features of the Incoming Calls log:

- If the caller is stored in your private directory, the name will be stored in alphabetical order instead of by number.
- You can use the Incoming Calls log whether the phone is idle or being used.
- One record will display the number of times that the party called.
- You can delete records.
- When the log is full, a new call record will overwrite the oldest call record.

Note

Use the Red Key to terminate or abort any of the following procedures.

Message Key Lamp Status

Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

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Access the Incoming Calls Log

At the present time there will be only one record in the Incoming Calls Log.

Step	Action	Result
1.	Press	WHICH DIRECTORY DO YOU WANT TO CONSULT? Private Abbrev. Log Info -->
2.	Press	RECEIVED: 7 NOT READ: 3 ▼
3.	Display last incoming call: Press ***Or*** Display oldest incoming call: Press	The display is the first part of the record: SMITH 27/01 10:13 AM ► Call Delete Create
4.	Press To display the second part of the record	99728558000 4 CALLS Call Delete Create
5.	Press To return to the name	

Display Call Records

The following table shows the possible Incoming Calls log displays.

Display	Description
>UNKNOWN 27/01 10:13 AM Delete	Caller identification is not available.
8278 15/01 10:13 AM Delete	If only the number is stored, the display will show the number instead of the name
>SMITH 17/02 10:13 AM Delete	The “>” indicates that the log record has been *read*
>>SMITH 09/27 10:13 Delete	The “>>” indicates that log record has been called back
********** 17/01 11:25 AM Delete	The caller identity is not known

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Display	Description
INCOMING CALLS LOG IS EMPTY	The log is empty

Place a Call from the Incoming Calls Log

Condition:

You are in the Incoming Calls log and have found a record that you would like to call.

Step	Action	Result
1.	Press Call Softkey ***Or*** Press Call is placed after 5-second delay ***Or*** Press OK Call is placed after 5-second delay	The number is automatically dialed The record remains saved in the log The icon >> is added before the name to indicate that the number has been called back >>SMITH 24/11 10:14 AM Delete

Store an Incoming Calls Record in the Private Directory

Step	Action	Result
1.	Press Create Softkey	
2.	Press OK	The name and number are automatically stored in the Private directory

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Step	Action	Result
3.	If the caller's name is not in the log: Enter the name using the alphabetic keypad Press OK **Note** If a number is already saved in another name the display indicates: ALREADY REGISTERED	
4.	Press List "X" Softkey The key of the list where this record will be stored	
5.	Press OK	The display returns to the Incoming Calls log record

Delete a Record from the Incoming Calls Log

Step	Action	Result
1.	Press Delete Softkey	>UNKNOWN 04/02 02:28 PM Delete this record from log?
2.	Press OK	The list is updated.

Delete all Records in the Incoming Calls Log

Step	Action	Result
1.	Press PROG	PROGRAMMING
2.	Press 1 time	CLEAR LOGS
3.	Press OK	
4.	Press 1 time	DELETE INCOMING CALLS LOG Delete

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Step	Action	Result
5.	Press Delete Softkey	PLEASE ENTER YOUR PASSWORD:
6.	1 1 1 1	2-beep confirmation tone The display indicates that the log has been deleted

Outgoing (LNR) Calls Log

The Outgoing (LNR -Last Number Redial) calls log stores the records of the last 10 internal or external numbers dialed. The Outgoing Calls log has the following features:

- When consulting the log, you can automatically redial one of the numbers stored.
- When the log is full, the next call overwrites the oldest call record.
- If a call has been redialed several times, the calls counter in the record for that number is incremented rather than storing separate records for the same number.
- You can erase one record or the entire log.

Note

Use the Red Key to terminate or abort any of the following procedures.

View the Outgoing Calls Log

Note

If the log is empty the display reads:

LNR CALLS LOG IS EMPTY

Step	Action	Result
1.	Press	The first part of the record: SMITH 15/03 11:05 AM Call Delete Create
2.	Press	The second part of the record: 8243 4 Calls Call Delete Create

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Step	Action	Result
3.	Press To return to first part of the record	
4.	Press Or to view other records	

Place a Call from the Outgoing Calls Log

Condition:

You are viewing a record in the Outgoing Calls log and want to place a call to that party.

Step	Action	Result
1.	Press	The display shows the number of the destination party
2.	Press ***Or*** Press Call Softkey ***Or*** Press OK Call is placed after a 5-second delay	The number is automatically dialed **Note** The call is placed after a 5-second delay

Store a Record from the Outgoing Calls Log in the Private Directory

Step	Action	Result
1.	Press Create Softkey	SMITH 27/01 10:13 AM Create this record in your directory?

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Step	Action	Result
2.	Press OK	The name and number are automatically stored in the private directory if the party's name is known **Note** If the number is already stored in the Private directory under another name: ALREADY REGISTERED
3.	If the party's name is not in the LNR log: Enter the name of the party using the alphabetic keypad	
4.	Press List "X" Of the list where you want to store the record	
5.	Press OK	The record is stored

Delete a Record from the Outgoing Calls Log

Step	Action	Result
1.	Press Delete Softkey	SMITH 27/01 10:13 AM Delete this record from log?
2.	Press OK	The LNR log is updated The display shows the next record

Delete the Entire LNR Calls Log

Step	Action	Result
1.	Press PROG	↕PROGRAMMING
2.	Press ▽ 1 Time	↕CLEAR LOGS

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Step	Action	Result
3.	Press OK	DELETE LNR CALLS LOG Delete
4.	Press Delete (Softkey)	PLEASE ENTER YOUR PASSWORD:
5.	1 1 1 1	2-beep confirmation tone The display indicates that the log has been erased

System Name/Number Directory

The System Name/Number directory is a list of all of the employees of the company and can be accessed by all users. You can search by name in this directory and can dial a party directly from the directory. The system administrator maintains the System directory.

Step	Action	Result
1.	Press Dirctry (Softkey)	ENTER NAME: Find Bckspce Clear Exit
2.	Enter the first character(s) of the name with the alphabetic keypad	ENTER NAME: JON Find Bckspce Clear Exit
3.	If necessary: Press Bckspce (Softkey) To erase the last character Press Clear (Softkey) To erase the entire input Press Exit (Softkey) To exit the function	
4.	Press Find (Softkey)	8555 JONES, SAM Dial Next Prev. Backup

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Step	Action	Result
5.	If necessary: Press Next Softkey *Or* Prev. Softkey To scroll through the entries Press Backup Softkey To back up to the previous prompt	

Dial a Party from the System Name/Number Directory

Condition:
You are in the System directory and have found the party to call.

Step	Action	Result
1.	Press Dial Softkey	The number is automatically dialed

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Chapter 6
Feature Codes

Feature Codes

If your phone does not have one of the following keys, use a feature code if it is available for use.

- For those feature codes that require dial tone, press the SPKR key or lift the handset first.
- For those features that are accessed from an existing call, use the ACCESS key to hold the call and return to dial tone.

Feature	Action	Feature Code
Abbreviated Dial	Or Press	# 4
Callback - Leave a Callback	ACCESS	* 7
Callback - Return a Callback	Or Press	* 7
Call Park	ACCESS	* 9
Call Pickup	Or Press	# 7
Conference	ACCESS	# 1
Data	ACCESS	# #
Do Not Disturb - Turn On	Or Press	* 6
Do Not Disturb - Turn Off	Or Press	# 6
Call Forward - Turn On	Or Press	* 3
Call Forward - Turn Off	Or Press	# 3
Hold	ACCESS	* 4

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Feature	Action	Feature Code
Last Number Redial	Or Press	# 9
Transfer/3-Way Conference	ACCESS	* 1
Voice Mail	Or Press	* 5

Numeric Feature Codes

The optional Numeric Feature Code feature allows you to use an all-number code that omits the * and # signs in place the feature key or the standard feature code. The Numeric Feature Code option was originally designed for rotary phones.

Numeric codes may be two to four digits long. If this option is available on your system, the codes can be obtained through the system administrator.

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Chapter 7
Telephone Tests

Telephone Tests

You can perform a number of tests on your phone, such as phone self-test, key lamp test, and system tone test. You can also gather information about your phone such as class of service, cabinet/card/slot information, directory number, etc.

Note

Use the Red Key to terminate or abort any of the following procedures.

Basic Procedures

The following procedures apply to all tests except system tones.

Step	Action	Result
1.	Offhook	DIAL TONE
2.	Press #	Silence
3.	Press *	1-beep
4.	Press 1	1-beep
5.	Press 1 + X	2-beep confirmation tone + the code number

Basic Telephone Self-Test

The following test will restore the key lamps and the display on the phone.

Step	Action	Result
1.	Offhook	DIAL TONE
6.	Press #	Silence
7.	Press *	1-beep

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Step	Action	Result
8.	Press 1	1-beep
9.	Press 1 2	2-beep confirmation tone and then silence **Note** You may not hear 2 complete beeps because the phone does reset. ITE-760 22500130 The number to the right is the load number
10.	Press	RING
11.	Or Press	Silence
12.	Press	Normal display and key lamps are restored 06/03/03 01:17PM Redial Dirctry

Key Lamp Test

Step	Action	Result
1.	Press # * 1 1 2	2 beep confirmation tone and then silence
13.	Press a feature key or line key 5 separate times	See these key lamp states: ON, blink, flash, flash, ON 1 beep after each key press

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Informational Tests

The following tests can be run on the phone.

Test Name	Action	Response
Class of Service	Press # * 1 1 0	Class of Service
Key Template	Press # * 1 1 1	Key Template Number
Directory Number	Press # * 1 1 3	Directory Number
Port Number (IBX Classic Systems)	Press # * 1 1 4	System time slot number
Terminal Type	Press # * 1 1 5	3 Terminal types if applicable 1. Inside Term Type 2. Outside Term Type 3. Current Term Type
User Group	Press # * 1 1 6	User Group Number
Data Directory Number (if assigned)	Press # * 1 1 7	Data Directory Number
System Port Location	Press # * 1 1 9	Cabinet, Shelf, Slot
Trunk Port Location	During trunk call, enter this sequence: Press XFER + # * 1 1 8	Cabinet, Shelf, Slot of trunk port

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System Tone Tests

Action	Result
Press # * 2 0 0	Silence
Press # * 2 0 1	Inside Dial Tone
Press # * 2 0 2	Outside Dial Tone
Press # * 2 0 3	Modem Tone
Press # * 2 0 4	Milliwatt Tone
Press # * 2 0 5	Busy Tone
Press # * 2 0 6	Reorder Tone
Press # * 2 0 7	Ringback Tone
Press # * 2 0 8	Call Wait Ringback Tone
Press # * 2 0 9	Zip Tone (One Beep)
Press # * 2 1 0	Zip Zip Tone (2 Beeps)
Press # * 2 1 1	Inside Call Wait Tone
Press # * 2 1 2	Outside Call Wait Tone
Press # * 2 1 3	Override Warning Tone
Press # * 2 1 4	"Held"
Press # * 2 1 5	"Enter"
Press # * 2 1 6	"Private"
Press # * 2 1 7	"Forward"
Press # * 2 1 8	"Message"

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Action	Result
Press # * 2 1 9	"Voice Mail"

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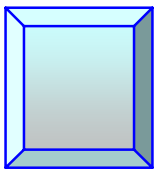

Appendix I
Glossary

Glossary

Term	Definition
Access Code	A one or two digit number that must be dialed before an outside call can be made.
Account Code	A billing number for long distance calls that may be assigned as a part of a user's dialing procedure.
Alphabetic Keypad	A QWERTY keyboard located under the cover at the bottom of the phone.
Authorization Code	A unique number that may be assigned to a user or a directory number which, when dialed, permits authorized usage of system features.
Centergy Reporting	Centergy ® is a call center management tool that integrates with the Pointspan system.
Code (Abbreviated Dial)	The single or double-digit number that a user assigns to a phone number when setting up Abbreviated Dial feature. This code number is used in place of the complete phone number.
Extension/Directory Number	A number assigned to an individual telephone set which, when dialed, allows access to that telephone set; an internal phone number.
External (call or number)	A call to a number that is outside of the phone system.
Feature Codes	A combination of the star (*) or the pound (#) symbol plus a single digit of the pad. Each code accesses a specific system feature. Example: Feature Code "*3" activates the Call Forward feature. See *Feature Codes* in Chapter 4. ***Or*** A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.
Features	Capabilities of a phone other than placing and receiving calls. For example, Hold, Transfer, Call Forward, Call Back Queuing, etc.

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Term	Definition
Incoming Calls	Calls that are made from outside of the system to an extension inside of the system.
Internal (call or number)	A call or phone number (extension) that is inside the system.
Numeric Keypad	A set of twelve buttons (0 through 9) and two symbols (* and #).
Line or Line Appearance	An extension/directory number that appears on a phone.
Microphone	The built-in microphone, activated by the SPKR button, provides the ability to use the phone without the handset. The microphone is located on the lower front of the phone in the right-hand corner
Multi-Line Phone	A phone having more than one extension number.
Numeric Feature Code	A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.
Off-Hook	A term that indicates that the handset of the phone has been removed from the switchhook or the SPKR button has been turned on.
On-Hook	A term that indicates that the handset of the phone is resting on the switchhook. The phone is hung-up or the SPKR button is turned off. (See On-Hook Dialing)
On-Hook Dialing	Dialing a call by using the SPKR button instead of removing the handset from the switchhook. The ITE-12+phone is designed especially for this.
Outgoing Calls	Calls that are placed from an extension inside of the system to a destination that is outside of the system.
Park	A feature that allows a call to be placed in a temporary hold state and assigned an extension number. The call can be retrieved from any extension in the system by dialing the number assigned to the call.
PDI 1000	Provides an interface for 300 bps to 38.4 Kbps asynchronous RS-232C data.
Pickup	Allows calls that ring in at another extension to be picked up at extensions that are members of the same Call Pickup group.
Prime Line	The main extension on an ITE phone that is automatically selected to place or receive calls when the handset is lifted or the SPKR button is turned on. The line button does not have to be pressed to make or answer calls.

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Term	Definition
Program	The instructions that you give to the phone through number codes (feature codes or buttons) to activate a feature.
Queuing	The process of placing calls in a holding pattern (a waiting line) until an outgoing line is available. The system assigns outgoing on the basis of priority or first come/first served.
System (Telephone System)	A term used in this guide that refers to PointSpan 6880 telephone switching systems.
Voice Prompt	A computerized voice heard through the handset or speakerphone that indicates that a feature has been activated. It may also inform or give instructions to the user.

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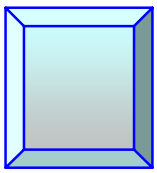

Appendix II
Troubleshooting

Troubleshooting

The following table represents the more common problems found with a phone, and provides possible causes.

Problem	Possible Cause
No display	• Check for dial tone • Check the connection to the phone jack • Check that the other phones in the system are operating • Check the setting of display contrast
No dial tone	• Check the connection to the phone jack • Check the connection of the handset and/or the headset • Check that other phones in the system are operating • Check volume setting of handset, speaker, or headset
No sound in the handset	• Check the volume setting of the handset, speaker, or headset
Cannot dial out of the system (External Calls)	• Check that you have the rights to make external calls
No voice messages received	• Check your connection to the voice mail system • Check your welcome message or voice signature record on the voice mail system • Check activation of call forwarding to your voice mailbox
The phone is not ringing	• Check the volume of the ring melody • Check Call Forward settings

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